

<p align="center">7 COMPLAINTS</p>	<p align="center">Page 1 of 1</p>
<p align="center">Department of Forensic Science</p> <p align="center">QUALITY MANUAL</p>	<p>Amendment Designator: A</p>
	<p>Effective Date: 1-February-2006</p>
<div data-bbox="735 296 963 325" data-label="Section-Header"> <p align="center">7 COMPLAINTS</p> </div> <div data-bbox="151 357 532 386" data-label="Section-Header"> <p>7.1 Investigation of Complaints</p> </div> <div data-bbox="220 417 1549 659" data-label="List-Group"> <ul style="list-style-type: none"> 7.1.1 A complaint may encompass anything from a discrepancy in a CoA or analytical result to an uncooperative employee, or backlog in a certain forensic discipline. Any staff member receiving a complaint should either resolve the complaint if within their responsibility, or notify the appropriate Supervisor/Section Chief and management for resolution. An effort will be made to get all pertinent details from the complainant that could assist in the investigation of the complaint. 7.1.2 If the complaint involves a case examination discrepancy, the procedures outlined in Section 8, “Discrepancies and Corrective Actions”, will be followed. </div> <div data-bbox="1468 663 1549 690" data-label="Text"> <p align="right">► End</p> </div>	